

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes North Conference Room
July 30, 2003 at 1:30 p.m.**

Agenda Item	Notes
Member's Present:	Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair-AFSCME, Bill Gardam-Human Services, Bev Schmeling-Public Safety, Cindy Morton-Revenue, Penny Westfall-Law Enforcement Academy, Ron Pothast-Civil Rights, Karen Sinclair-Treasurer, Lance Noe-Drake
Member's Absent:	Dean Learner-Inspections & Appeals and Roger Stirler-Education
Other Attendees:	Mollie Anderson, Director-DAS, Nancy Berggren-DAS-HRE, Patty Allen-DAS-Central, Dennis Mack-DAS HRE, Daryl Frey-DAS-HRE, MaryAnn Hills-DAS-HRE, Ed Holland-DAS-HRE, Dave Werning-Inspections & Appeals.
Opening Remarks Mollie Anderson	<ol style="list-style-type: none"> 1. Chairperson Nancy Richardson called the meeting to order and asked for participant introductions. 2. Nancy Berggren introduced Daryl Frey who is the new Division Administrator for the Human Resource Enterprise.
By-laws and proposed rule changes	<ol style="list-style-type: none"> 1. Nancy Richardson asked for comments on the proposed rules for Customer Councils. These rules are open for public comment until August 13, 2003. There was discussion on the following topics: <u>DAS Rules:</u> <ul style="list-style-type: none"> • (10.1)-General Appropriation • (10.2 and 10.3) Utility determination • (10.5) Method of appointment of members • (10.6(5)) Committees • (10.7(3)) Rate setting <u>The council comments are as follows:</u> <ul style="list-style-type: none"> • The proposed rules establish September 1 as the date for rates to be set for the next fiscal year. The Council believes it would be better for departments if the rates were established by July 15. The Council urges the Department of Administrative Services to consider the July 15 date. (10.7 (3)). • The Council urges the DAS to reconsider the need to have the public and union members of the council selected by the Customer Council (10.5 (1)). <p>The Council asked that these comments be included in the minutes and forwarded to Mollie Anderson.</p> 2. The Council discussed the draft-by-laws that had been previously distributed to them. The revisions the Council made to the by-laws will be incorporated and distributed to the members prior to the next meeting. The second draft of the by-laws are attached to these minutes.
Bundling of Services:	<ol style="list-style-type: none"> 1. Nancy Berggren distributed three bundled service examples. She indicated these represented only Executive Branch departments. Other bundles would be necessary for Judicial, Legislative and Regents who generally use fewer services than the Executive Branch departments. 2. The council requested the following information from HRE staff:

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Bundling of Services (cont.):	<ul style="list-style-type: none"> • Demographic breakdown of departments. • A listing or pyramid of services, which would indicate which departments or organizations used various products or services. • Definitions of products and services provided by HRE • Information regarding departments' level of product or service usage. • An ordering of products or services that indicate what products or services are necessary for completion of another product or service.
Closing	<ol style="list-style-type: none"> 1. The Council voted that management liaisons be added to the department contact list. 2. John Craig, Vice-Chair, made the motion to approve the minutes and Cindy Morton seconded the motion. 3. Minutes of the July 16, 2003 meeting were approved. 4. The Council decided to hold the 2nd and 4th Wednesday afternoons for Customer Council meetings. 5. The next meeting will be held on August 13 at 1:30 in the Grimes North Conference Room. Agenda items will be sent to members by HRE staff prior to the meeting.
Topics for next meeting:	<p>Approval of minutes Review of draft by-laws Review of data submitted by HRE staff.</p>